



DSS Directors and Fiscal Officers Webinar
Child Welfare ASSIST
May 24, 2017

Department of Health and Human Services
Division of Social Services



What is Child Welfare ASSIST?

- **ASSIST stands for Accessing and Searching Sensitive Information through Technology**
- **Web-based application**
- **S.L. 2015-241 required integrating multiple databases to:**
 - Provide a dashboard linking the family to the child
 - Determine if the caretaker or someone living in the household has a criminal history
 - Provide a profile of demographics, indicators or flags of other services

Why is Child Welfare ASSIST important?

- **Access to data related to possible risk indicators while working with families and children.**
- **Approach With Caution (AWC)**
- **Design for small screen such as a smart phone or iPad**

CW ASSIST Enrollment: Steps for a County Supervisor

- **Supervisor emails the county's Information Security Official (ISO) requesting access for an employee**
 - The request must include the employee's NCID
- **The ISO uses the e-IRAAF process to submit a request for access to DHHS Customer Support Center (CSC)**
- **DHHS CSC will grant the user access**

CW ASSIST Enrollment: Things for an ISO to Consider

- Most staff will not have an existing e-IRAAF
 - ISOs can expect to have to create new ones for many users
- ISOs should check the status of a submitted e-IRAAF and keep a record
 - In the future DHHS will issue reports to counties of workers with CW ASSIST access
- Weblink for a step-by-step explanation of the process
 - <https://www2.ncdhhs.gov/dss/dcdl/famsupchildwelfare/CWS-06-2017a2.pdf>
- Submit questions about the process to DHHS CSC

Navigating Child Welfare ASSIST application

- Demo of CW ASSIST training module
- Demo of CW ASSIST test data

Decision Making Using Child Welfare ASSIST

- After Hours
- Approach With Caution (AWC)
- Temporary Parental Safety Agreement (Safety Provider)

QUESTIONS